



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Verizon North Inc.
for Filing Period 1/1/2009 to 3/31/2009
Tracking Number 2677

Performance Data - Code Part 730

	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	3.32	4.01	4.55	3.96
B. Operator Answer Time - Information Section 730.510(a)(1)	4.71	4.18	3.82	4.24
C. Repair Office Answer Time Section 730.510(b)(1)	35.14	48.44	34.85	39.48
D. Business or Customer Service Answer Time Section 730.510(b)(1)	309.06 *	174.33 *	54.51	179.30 *
E. Percent of Service Installations Section 730.540(a)	94.17 %	96.15 %	96.15 %	95.49 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535	95.41 %	95.85 %	95.23 %	95.49 %
(a)				
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.91	0.81	0.88	0.87
H. Percent Repeat Trouble Reports Section 730.545(c)	15.45 %	13.03 %	12.58 %	13.68 %
I. Percent of Installation Trouble Reports Section 730.545(f)	5.29 %	4.97 %	4.28 %	4.84 %
J. Missed Repair Appointments Section 730.545(h)	84	51	36	57
K. Missed Installation Appointments Section 730.540(d)	59	37	17	38

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$2,567.71	\$1,449.32	\$1,213.71	\$5,230.74
B. Number of credits issued for repairs - 24-48 hours	153	219	210	582
C. Number of credits issued for repairs - 48-72 hours	17	31	23	71
D. Number of credits issued for repairs - 72-96 hours	6	3	0	9
E. Number of credits issued for repairs - 96-120 hours	12	2	3	17
F. Number of credits issued for repairs > 120 hours	11	1	2	14
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	2256	2196	1099	5551
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$2,725.62	\$4,527.41	\$1,424.43	\$8,677.00
B. Number of installations after 5 business days	206	254	176	636
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	8	28	3	39
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	330	295	319	944
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$6,300.00	\$6,950.00	\$4,150.00	\$17,400.00
B. Number of customers receiving credits	129	143	88	360
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	10	13	10	33